

QUALITY POLICY

Alpinter is a company designing, developing, manufacturing and supplying non-food core relief items for the humanitarian sector.

As Alpinter, we:

- attach great importance to the quality of products and services we offer
- highly value customer satisfaction
- believe the implementation of internal procedures will allow all departments to perform more effectively
- are committed to continuous improvement of the above-mentioned elements.

Therefore, Alpinter is implementing the ISO 9001 Quality Management System, which provides a framework for measuring and improving our quality and performance. The management is committed to engage in maintaining and improving the quality of products and services offered, customer satisfaction and operational efficiency.

QMS objectives and measurement

The QMS will guide us to attain the following objectives and will be evaluated using the following measurements:

Objective	Measurement
Improving the quality of products and services we offer	Decrease in % of complaints
Improving customer satisfaction	Decrease in % of complaints
Increasing efficiency in all departments	Team stability – employee turnover Team and management evaluations

Alpinter Management

Didier Heddebaut

Glenn Verborgh